

### IN THE CLAIMS

Please amend the claims as follows:

1. (Previously Amended) In a data processing environment having a user terminal which generates a service request coupled to a publicly accessible digital communications network and having a data base management system which receives and responds to said service request when available, the improvement comprising:

a server coupled to said user terminal via said publicly accessible digital communications network and coupled to said data base management system wherein said server includes an administration management system which transfers an unavailability message to said user terminal in response to said service request when said data base management system is unavailable to receive and respond to said service request.

2. (Currently Amended) The improvement according to claim 1 wherein said data base ~~manager~~ management system includes a repository for storing said unavailability message.

3. (Original) The improvement according to claim 2 wherein said publicly accessible digital communications network is the world wide web.

4. (Original) The improvement according to claim 3 wherein said repository includes space for storage of at least one variable for said unavailability message.

5. (Previously Presented) The improvement according to claim 4 wherein said data base management system is a commercial data base management system.

6. (Previously Presented) An apparatus comprising:

- a. a user terminal which generates a service request;
- b. a publicly accessible digital communications network coupled to said user terminal;
- c. a server coupled to said user terminal via said publicly accessible digital communications network;
- d. a data base management system coupled to said server which responds to said service request if available; and
- e. an administration management system coupled to said data base management system and said server which transfers an unavailability message from said server to said user terminal in response to said service request when said data base management system is not available to indicate unavailability of said data base management system.

7. (Original) The apparatus of claim 6 wherein said data base management system has a repository having storage for said unavailability message.

8. (Original) The apparatus of claim 7 wherein said repository has storage for a variable to be included in said unavailability message.

9. (Original) The apparatus of claim 8 wherein said publicly accessible digital communications network is the world wide web.

10. (Original) The apparatus of claim 9 wherein said user terminal is an industry compatible personal computer having a commercially available web browser.

11. (Original) A method of communicating between a user terminal and a data base management system comprising:

- a. transmitting a service request from said user terminal via a publicly accessible digital data communication network to said data base management system;
- b. determining whether said data base management system is currently capable of honoring said service request;

c. honoring said service request if said determining step determines that said data base management system is currently capable of honoring said service request; and

e. transferring an unavailability message to said user terminal if said determining step determines that said data base management system is not currently capable of honoring said service request.

12. (Original) A method according to claim 11 wherein said transferring step further comprises transferring said unavailability message to said user terminal via said publicly accessible digital data network.

13. (Currently Amended) A method according to claim 12 wherein said transferring step further comprises adding ~~an appropriate~~ a variable to said unavailability message.

14. (Original) A method according to claim 12 wherein said publicly accessible digital data network further comprises the world wide web.

15. (Previously Presented) A method according to claim 14 wherein said data base management system further comprises a commercial data base management system.

16. (Currently Amended) An apparatus comprising:

- a. permitting means for permitting a user to interact with a digital data base by generating a service request in anticipation of a response;
- b. providing means responsively coupled to said permitting means for providing said user with access to a publicly accessible digital communication network via service-based requests;
- c. offering means responsively coupled to said permitting means for offering data processing services according to dialog-based requests if available by honoring said service request to generate said response; and
- d. notifying means responsively coupled to said offering means and said permitting means for notifying said user terminal in response to said service request of the unavailability of said offering means when said offering means is unavailable.

17. (Original) An apparatus according to claim 16 wherein said publically accessible digital communication network further comprises the world wide web.

18. (Currently Amended) An apparatus according to claim 17 wherein said offering means further comprises storing means for storing a predefined unavailability message.

19. (Previously Presented) An apparatus according to claim 18 wherein said offering means further comprises a commercial data base management system.

20. (Original) An apparatus according to claim 19 wherein said permitting means further comprises an industry standard personal computer.

21. (Original) An apparatus comprising:

- a. a user terminal providing access by a human user;
- b. a publicly accessible digital communications network responsively coupled to said user terminal;
- c. a server responsively coupled to said user terminal via said publicly accessible digital communications network;
- d. a data base management system responsively coupled to said server; and
- e. an unavailability message generated by said data base management system which notifies said human user of unavailability of said data base management system.

22. (Original) An apparatus according to claim 21 further comprising a repository for storage of said unavailability message.